
BUCKLEY AFB FAMILY HOUSING

House Rules, Regulations, and Tenant Guidelines

Dear Resident:

HBC Property Managers and Buckley AFB Family Housing welcome you and your family to your new home. Please read this document carefully and keep it handy for quick reference. If you have any questions, please feel free to contact the Property Manager during normal office hours. The Staff is ready to assist you and to answer any questions that you may have. As you know, pleasant community living depends largely on cooperation and understanding throughout the Buckley Family Housing Community. It is our intent to make your stay with us an enjoyable one.

HOUSE RULES

1. **Maintenance and Repair.** Requests for routine maintenance should be submitted during normal office hours (Monday through Friday 0800-1700) by telephoning the Maintenance Line at 303-340-0066. Requests of an emergency nature can be made at any time (day or night, weekends or holidays) by telephoning 303-340-0066. There are three categories of service and the anticipated response time for each:
 - ! **Emergency:** Emergency service calls consist of correcting failures in service or facilities which endanger residents or property. Emergency calls will be responded to within thirty (30) minutes and completed as soon as possible, within twenty-four (24) hours.
 - ! **Urgent:** Urgent service calls consist of correcting failures in service or facilities which do not immediately endanger the residents or threaten damage to the property, but would soon inconvenience or threaten the health or well-being of the residents. Urgent calls will be responded to within twenty-four (24) hours and completed within three (3) working days.
 - ! **Routine:** Routine calls will be responded to within two (2) days and completed within five (5) working days, parts pending.
2. **Subletting:** Residents are not permitted to sublet units.
3. **Painting:** Painting will be performed by Maintenance personnel. In the event you want to touch-up limited areas within your unit, contact the Management office for advice as to the proper color and brand. If painting is necessitated due to negligence (beyond normal wear-and-tear) you will be charged accordingly. Negligence includes writing on walls with magic markers, ink, or crayons, and/or any markings that require more than one coat of paint to cover.
4. **Gardens:** Private vegetable gardens are permitted in single family units with enclosed back yards only, and only with the prior approval of Management.
5. **Wading Pools:** Wading pools are allowed but cannot be left out over night or unattended except in enclosed back yards.
6. **Hot Tubs\Whirlpools\Spas:** Hot Tubs/ Whirlpools/Spas are not allowed under any circumstances.
7. **Antennas:** Satellite dishes and antennas will be permitted in accordance with size, safety, and aesthetic restrictions as defined by Management and only with the prior approval of Management, such approval not to be unreasonably withheld.
8. **Appliances:** Your unit comes equipped with an air conditioner, refrigerator, range, dishwasher, garbage disposal, water heater, and furnace. No privately owned appliance or equipment can be installed that will result in the capacity of the utilities system being exceeded. Permission to install privately owned appliances must be obtained from Management in advance. Residents are responsible for the installation, maintenance, and removal of all privately owned appliances.
9. **Storage Sheds:** Storage sheds are permitted so long as they are constructed in accordance with Management specifications as follows:
 - a. Storage sheds will be in back yards only. They will not exceed 50 feet from rear of the house with a minimum of 20 feet from rear.
 - b. Storage sheds must be secured to ground by anchoring with tie downs or some other means approved by the Management Office.
 - c. Foundation/base must be off the ground using runners. All wooden materials must be treated lumber to prevent termites.
 - d. Storage sheds must not exceed 8' x 10' dimensions.

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10. **Alterations:** Physical or structural alterations are not permitted. Porches cannot be enclosed to include lattice work, etc.
11. **Doghouses:** Doghouses are allowed provided they meet the following specifications.
 - a. Doghouses are allowed in fenced back yards only and must not exceed 50 feet from the rear of the house.
 - b. Foundation/base must be off the ground using treated runners.
 - c. Must be painted, preferably to match the trim of the house.
 - d. Must be constructed of treated lumber with gable roof.
 - e. Packing crates, boxes, etc. are not allowed to be used as doghouses.
 - f. Plastic doghouses are acceptable.
12. **Playground Equipment:** Playground equipment such as toddler type plastic swing sets are permitted.
13. **Petroleum Oil Lubricants (POL) Disposal:** POL will not be disposed of in trash containers, storm drains, sinks, commodes, or on the ground. You may not change the oil in your vehicle within the boundaries of Buckley AFB Family Housing.
14. **Ceiling Fans:** Permission to install ceiling fans must be obtained in advance from Management and can only be installed at existing ceiling light (fan) junction boxes. No alterations to the unit will be allowed.
15. **Yard Decorations:** Residents may install seasonal decorative items such as Christmas decorations, provided they are in “good taste” for display in a family community and do not cause any permanent structural damage to the Resident’s dwelling. All holiday type decorations are allowed two weeks prior to the holiday, and must be removed within two weeks following the holiday.
16. **Curfew for Juveniles:** The imposition of a community-wide curfew may be established if conditions warrant.
17. **Family Childcare Homes:** Childcare in Buckley AFB Family Housing is permitted in licensed day care homes only. Any Resident interested in becoming a licensed day care provider must first obtain an application packet from the Family Childcare office which is located at 400 N. Beaver Creek St. Bldg. T 12, Mod 2, Buckley Air Force Base. For additional information on their home day care affiliate provider program, you may contact them at 720-847-9225. Once you become licensed through the State of Colorado you must register your status with the Buckley AFB Family Housing Management office.
18. **Housekeeping and Policing of Grounds:** It is the responsibility of each resident to keep his/her individual unit in an appropriately clean and sanitary condition and to maintain his/her individual yard (if applicable) free of litter and trash.
 - Removal of all snow on the driveways, sidewalks and parking areas in front of building is solely the Tenant’s responsibility; All Tenant's are responsible to remove the Snow from their Driveways and Sidewalks in front of their home. Snow must be removed from the Driveways and Sidewalks with-in a maximum of 24 hours from the time of Snowfall. Any resident, who fails to remove snow from their driveway and sidewalk in front of their home within 24 hours of snowfall, will be charged a fee of \$45 per hour for our contractor to remove the snow (one hour minimum).
 - Keep garages, storage spaces, porches, steps, walks, yards, areas around garbage cans, and driveways clean and free of litter.
 - Keep enclosed yards mowed, watered, and trimmed and private flower beds maintained. In the absence of automatic sprinkler systems, tenant is responsible for watering all lawn areas immediately surrounding his/her individual unit.
 - Keep interior surfaces of windows and those exterior surfaces that are readily accessible clean.
 - Keep floors cleaned, waxed, and polished.
 - Keep stoves, refrigerators, exhaust fans, dishwashers, sinks, tubs, plumbing fixtures, and other household equipment clean. Keep light fixtures and Venetian blinds clean.
19. **Resident Absences:** Residents are responsible for their individual units and grounds during periods of temporary absence. You should notify the Management and/or make arrangements with neighbors to periodically check your unit for fire hazards, broken water lines, and vandalism. All residents need to provide management with a point of contact in the case of an emergency when you will be absent from the unit for more than three (3) days. You could be responsible for damages resulting from your failure to properly notify us.

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20. **Water Heater and Utility Rooms or Closets:** Absolutely no items shall be stored in the furnace and/or water heater room due to fire hazards and fire codes. Furnace and water heater rooms will remain locked and controlled by Maintenance.
21. **Liability for Damage or Loss:** Residents will be held liable for damages to the building structure or equipment resulting from acts of negligence or abuse by any family member, visitor, or guest.
22. **Visitors:** Residents may not allow any other person to reside in their units for more than five (5) consecutive days or more than thirty (30) days during any 365-day period without the prior approval of the Management.
23. **Lease Violations:** Lease violation notices will be issued by Management for such items as excessive noise, littered yards, illegal parking, unauthorized repair of vehicles, and driving on seeded areas. An accumulation of three (3) Lease violation notices could subject you to possible Lease termination proceedings.
24. **Lockouts:** If you are locked out of your residence during normal working hours, you should report to the Management office located at 17300 East Keystone Blvd. If you are locked out after normal business hours, you should contact the emergency telephone number, 303-340-0066, for assistance. You will be charged for lock and/or key replacement in the event the damage was due to your negligence. **In addition, a standard automatic \$25.00 lock out fee will be charged for after hour's lockouts, paid by Check or Money Order at time of re-entry.**
25. **Prohibited Conduct:** You and your occupants or guests may not engage in the following activities: behaving in a loud or obnoxious manner; disturbing or threatening the rights, comfort, health, safety, or convenience of others (including our agents and employees) in or near the apartment community; disrupting our business operations; manufacturing, delivering, possessing with intent to deliver, or otherwise possessing a controlled substance or drug paraphernalia; engaging in or threatening violence; possessing a weapon prohibited by state law; discharging a firearm in the community; displaying or possessing a gun, knife, or other weapon in the common area in a way that may alarm others; storing anything in closets having gas appliances; tampering with utilities or telecommunications; or bringing hazardous materials into the community.
26. **Other Recommendations:**
 - a. **Personal Property Insurance:** You should ensure that personal property such as furniture; clothing, jewelry, vehicle(s), and recreational equipment are always adequately insured against possible damage or loss. Buckley AFB Family will provide a Renter's Insurance Policy at no charge to the military member.
 - b. **Cable T.V.:** Cable TV (CATV) outlets are installed in each unit. This utility is optional and residents will have to contract individually with the provider for service.

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MOVING OUT AND TERMINATION PROCEDURES

1. Your Lease may be terminated by either you, the Resident, or Management under the following conditions:
 - a. At retirement or separation (including disciplinary separation), provided that you give the Landlord at least thirty (30) days written notice prior to the date that you intend to vacate the unit. Any requests for retention of quarters post retirement or separation must be provided to the Landlord in writing sixty (60) days prior to the effective date of retirement or separation with a copy of the retirement or separation orders, and will be considered on a case by case basis. If Resident is allowed to retain quarters after retirement or separation, rent due will change to market rent for the unit.
 - b. Prior to PCS (Permanent Change of Station) unless orders authorize retention of the unit. A copy of the orders must be provided to the Landlord along with written notice of your intent to vacate at least thirty (30) days prior to the date you intend to terminate your occupancy. In the event your orders authorize retention, you must provide a written request to retain your quarters with a copy of your orders.
2. You may no longer be eligible for the unit and your Lease could be terminated if:
 - a. You are in material noncompliance with the terms of the Lease.
 - b. No family members continue to reside with you.
 - c. You or other family members engage in repeated misconduct.
 - d. You or other family members repeatedly fail to control pets.
 - e. You accumulate three (3) or more Lease violation notices.
3. You may voluntarily terminate your Lease and move from Buckley AFB Family Housing at the expiration of any Lease term or extension provided that you give the Landlord at least thirty (30) days prior written notice.
4. Pre-Termination Inspections: Residents must participate in a pre-termination (move-out) inspection approximately thirty (30) days prior to moving. You should notify the Management Office to schedule the inspection. A member of the Management Staff will conduct the inspection, provide the Resident with a copy of the Checklist for Moving Out (Form HBC-M10), and indicate the items that must be corrected prior to moving out. The final inspection will consist of checking for preventive maintenance items and cleanliness as follows. A member of the Management staff will conduct the inspection, provide the Resident with a copy of the Checklist for Moving Out and indicate the items that must be corrected prior to moving out.
 - a. All personal property will be removed from the unit prior to the final inspection.
 - b. Bathtubs, sinks, commodes, and bathroom tile must be clean of soap film, dirt, and marks.
 - c. Kitchen cabinets must be washed thoroughly.
 - d. Ranges and hoods must be cleaned.
 - e. Sinks and counter tops will be cleaned and all marks removed (including drain board). Counter tops will be cleaned and dirt buildup must be removed.
 - f. Stoves and cabinets must be cleaned and absent of any food or grease.
 - g. Refrigerators will be thoroughly cleaned inside and out, to include all parts, trays, and rubber gaskets. After defrosting and cleaning, refrigerators will be left running with the thermostat set at the lowest setting and the door closed.
 - h. All walls must be cleaned of all marks, grease spots, fingerprints, food, dust, etc. All hangers and nails in all woodwork or wall surfaces must be removed.
 - i. All woodwork must be clean and dry.
 - j. All floors must be cleaned, including areas under refrigerators.
 - k. Wall-to-wall carpeting must be cleaned by extraction or steam by professional Truck Mounted System. A receipt from the vendor must be shown.
 - l. Closets, including hangers, shelves, and walls will be wiped clean with a damp cloth.

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- m. All accessible windows must be washed inside as well as outside.
 - n. Venetian blinds must be cleaned and properly hung.
 - o. Yard areas around your unit must be policed and free of litter.
 - p. All approved antennas must be removed.
5. Final Inspection: The Management will conduct the final inspection in the presence of the Resident(s) unless extenuating circumstances prevent the Resident from attending. In the event the Resident is unable to attend the inspection, he/she may have another military member stand in for him as a witness.
- a. All personal property must be out of the unit at the time of the final inspection.
 - b. The unit must be ready for occupancy. If maintenance is required for an item(s) that is not considered normal wear- and-tear, charges will be assessed.
 - c. Keys will be turned into Management.

Once the unit has been inspected and charges ascertained (if any), final move-out processing will take place in accordance with Management procedures. Monies owed must be brought current prior to departure. A forwarding address must be obtained prior to the Resident's final departure so that all necessary documents can be properly forwarded.

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REFUSE COLLECTION

Each resident will be given one (1) ninety-six (96) gallon refuse container and one (1) ninety-six (96) gallon recycling container. Curbside refuse collection will be provided weekly with recycling provided bi-weekly. Residents will be provided written instructions regarding refuse placement and collection procedures upon occupancy and informed of the schedule for their area at the time of move-in. Each resident will be encouraged to adhere to the following instructions regarding refuse placement and collection procedures:

1. Wet refuse and kitchen waste should be securely wrapped prior to placement in the refuse container.
2. Place leaves and grass clippings in sealed plastic bags inside or outside the refuse containers.
3. Areas around refuse containers should be maintained in a high state of cleanliness at all times.
4. If applicable, refuse containers should be kept in your parking garage or in the rear of the individual unit and out of the public view unless or until another specific area is designated. Areas around refuse containers must be maintained in a high state of cleanliness at all times.
5. Residents will be held liable for containers that are damaged or lost due to resident negligence.
6. Residents will be encouraged to participate in the Buckley AFB Family Housing Recycle Program as an alternative to waste disposal. Materials typically accepted for recycling are cardboard, newspaper, white paper, colored paper, computer paper, computer tabulating cards, glass, plastic, and tin-aluminum cans.
7. Any boxes too large for your container must be broken down to lay flat and stacked beside your container on the day of pickup.

The Project Manager will provide details of the program at the time of move-in orientation.

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NEIGHBORHOOD COOPERATION

The Management of Buckley AFB Family Housing encourages all Residents to cooperate in making this community a safe and enjoyable place in which to live. Full support and consideration in the following areas are requested:

1. Noise Control\Quiet Hours: Excessive noise is a continuous complaint and one that is received regularly. Many Residents work night shifts and sleep during the day. Please be considerate:
 - a. Parties: Many complaints can be avoided by informing your neighbors prior to having a party.
 - b. Excessive Stereo and Television Volume: Do not assume that your neighbors enjoy the same type of music or television programs that you do. Please keep the volume down. If your neighbor complains that your music is too loud, it may be necessary for you to reduce the volume.
 - c. Car Alarms: We understand that you may need alarm devices to protect your car against theft. We ask that when you have the “sensitivity” set, you take your neighbors into consideration. Car alarms should be set so that they are not triggered by the casual passerby, thunder, lightening, etc. Car alarms are a disturbance to all Residents.
 - d. Creating excessive noise during times that are commonly accepted as “quiet” hours (2200-0600) could be used as a basis for a complaint of disturbing the peace and could result in termination of your Lease for repeated violations. Violations should be reported to the Management Office or to the Police.

2. Control of Children:
 - a. Supervision: Your children should be closely supervised at all times. Children under ten (10) years of age should not be left alone.
 - b. Playgrounds: The streets and your neighbor’s yards should not be used as a private playground. There are playgrounds in each housing area for you and your children to enjoy.

3. Parking: Residents should park in their garage, or driveway areas. Parking of recreational vehicles or utility trailers in the housing area is prohibited. Owners of motor vehicles are required by state law and military regulations to maintain liability insurance on their vehicle(s) at all times. To protect vehicles against theft and damage caused by vandalism, severe weather, or hit and run accidents, owners should maintain comprehensive and collision coverage. Insurance coverage must meet or exceed Colorado State Law:
 - a. Vehicles will be parked in authorized parking areas only and will not be parked on any grassed area or fire lanes. This applies during all seasons.
 - b. On-street parking is **NOT** authorized. Vehicles will not impede the normal traffic flow or block fire or emergency lanes.
 - c. Repair of vehicles is limited to oil changes, tire rotation and general maintenance.
 - d. Inoperable, unregistered, or unlicensed vehicles parked in any housing area will be towed, at owner’s expense.
 - e. Abandoned vehicles will be towed away with towing cost borne by the owner. An abandoned vehicle is defined as one that is inoperable, left unattended, or one that is unlicensed and/or unregistered.

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4. Recreational Vehicles: Recreational vehicles are self-propelled or towed vehicles designed to be used for recreational rather than for transportation purposes.
- a. Towed recreational vehicles, utility trailers, un-mounted truck camper bodies, self-propelled RV's, and boats will not be allowed to park Buckley Family Housing.
 - b. Recreational vehicles, boats, utility trailers, motor homes, towed vehicles, etc., will not be parked in the family housing areas except for 24-hour periods for loading and unloading.
 - c. Self propelled recreational vehicles that are used as a primary means of transportation may be parked in housing areas as long as there is space for the vehicle and it is indeed used. Vehicles observed in the housing areas that are not moved will be subject to citation.

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PET POLICIES

Residents are authorized to keep domestic pets only with the prior approval of management and must sign a Pet Agreement. Pets must be kept under control at all times; barking dogs must be controlled so as not to disturb neighbors. Maintaining pets at Buckley AFB Family Housing is a privilege, not a right, and is subject to regulation and policy as outlined by the Management to provide for the health and welfare of all individuals. Pet owners who violate these provisions are subject to the forced removal of their pets from the premises or termination of their Lease. Pet owner responsibilities are as set forth below:

1. All dogs and cats must be registered at the management office within three (3) working days upon arrival at Buckley AFB Family Housing. Pet owners should bring vaccination certificates and records when reporting for animal registration. Aquarium fish, small caged rodents, and caged birds are exempt from registration requirements.
2. Residents of family housing are limited to two canine or feline pets. Litters are to be included in this total at six months of age. In addition, hamsters, guinea pigs, turtles, tropical fish and other harmless pets may be kept. Birds such as parrots, parakeets, etc., may be kept if obtained from a licensed pet dealer or domestic U.S. source that complies with current regulations established by the Department of the Interior for Fish and Wildlife. Birds of prey (eagles, falcons, hawks, etc.) and snakes are considered wild animals and will not be allowed. Farm type animals (livestock, chickens, ducks, and all animals not considered domestic pets) are not allowed. Other pets and animals not mentioned will require authorization per written request.
3. No exotic animals will be kept in family housing areas. Exotic animals are, generally, foreign or domestic wildlife or unusual wild or dangerous reptiles and birds. Examples of exotic animals are falcons, monkeys, raccoons, skunks, snakes, pot bellied pigs, and hybrid wolves.
4. Breed prohibited: American Pit Bull Terrier, American Bull Dog, Dogo Argentino, Tosa (Tosa Inu), American Staffordshire Terrier, Canary Dog (Presa Canario), Fila Brasileiro (Brazilian Mastiff), Staffordshire Bull Terrier, Cane Corso, Presa Mallorquin (Ca de Bou), Doberman Pinschers, and Rottweiler.
5. Any dog, which has a tendency to attack or molest persons or other animals, will be muzzled and kept on a hand leash when outdoors. Dogs that bite or chase people are considered a menace and should be reported to the management. Biting dogs that attack people or other animals or which are otherwise determined to be vicious will be removed from the premises.
6. It is the responsibility of the Management to ensure that pets are controlled in such a manner that they do not become a nuisance or menace. Excessive barking by dogs and their defecating or urinating on playgrounds and lawn areas within fifty (50) feet of any housing area are considered nuisances. Animal waste must be promptly removed by the owner of the pet(s). The management may apprehend any animal that is suspected of being a nuisance. Pet owners must ensure that animals do not become a nuisance to neighbors due to noise, property damage, odors, unsightliness, or infestation of quarters or other areas due to fleas.
7. All dogs being exercised outdoors within the Buckley Family Housing Community must be on a leash and accompanied by the owner or a member of the family old enough to control the pet. Pets observed running loose in housing areas will be picked up and impounded. Pet owners who have lost an animal should contact the management immediately to inquire about missing animals. When notified by management that an animal has been impounded, animal owners are required to claim their pet expeditiously. Stray animals should be reported to management immediately.
8. Pets, when outside, must be confined to the owner's premises by a cage, fenced patio or yard, or tether which is properly secured to a fixed object other than a tree or the exterior of the building. Tethers will not exceed a length that would allow the pet to roam beyond the border of the owner's yard or sidewalks. Any tether used, however, must be a minimum of ten (10) feet long. Dogs will not be left tied and unattended. All means of restraint will conform to commonly accepted humane practices.

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9. All dogs and cats must be vaccinated against rabies and receive the distemper combination vaccine upon reaching three months of age and then annually thereafter. All dogs and cats maintained within the community are required to wear a current rabies vaccination tag. The rabies tag must be securely attached to the animal's collar and must be worn at all times. Distemper vaccinations are also required. Dogs must meet licensing and registration requirements of the respective local municipalities.
10. If you are bitten or scratched, contact the Management or proper medical facility immediately. An animal that has bitten or scratched someone will be examined at a clinic and placed in quarantine at home or at the clinic for a ten (10) day period. When the owner of an animal that has been involved in a bite/scratch incident is contacted by Management or by clinic personnel, the owner is required to transport the animal expeditiously to the clinic for examination. Vicious animals or those that have bitten or attempted to bite people will be removed from the property by the Resident or Management. Two or more sustained formal complaints about a pet or pets, either for viciousness or nuisance, may be grounds for ordering the pet(s) involved to be removed from the property.
11. Animal owners are required to provide adequate food, water, and shelter at all times. Physical abuse of animals is prohibited. Management may apprehend any animal that is suspected of being neglected or abused. Suspected cases of neglect/abuse should be reported to Management.
12. The commercial breeding of pets and kennel type operations are prohibited.
13. After moving into housing and then deciding to obtain a new or additional pet, you are required to submit a written request to management for approval prior to obtaining the pet.
14. Additionally if there are pets in the home there will be a charge for a pet treatment and for any damage due to stains or lack of proper care, regardless to the length of residency.

If a resident observes any violations stated above please contact the Base Police.

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ENERGY MANAGEMENT

Energy conservation at Buckley AFB Family Housing is encouraged. Each Resident is responsible for practicing conservation and avoiding waste. The biggest energy users are (1) air conditioning, (2) water heating, (3) appliances, and (4) lighting. We ask that you adhere to the following recommendations (without sacrificing comfort):

1. Heating: Set thermostats at 55-60 degrees at night and 65-70 degrees during the day. If your unit will be vacant for an extended period of time, turn thermostats back to the lowest setting (but not lower than 50 degrees) to prevent water lines from freezing. You should inform the Management office or a neighbor of your extended absence so that the unit can be checked, if necessary.
 - a. Windows and entry doors should be closed when the furnace is in operation. Never open a window in the room where the thermostat is located. Ensure outside doors are left open no longer than is necessary.
 - b. Storm windows and doors will be in place during heating season.
 - c. Report broken windows to Management immediately so that repairs can be made.
 - d. Keep blinds open during daylight hours. The sun will provide light and warmth. Close blinds at night to minimize drafts.
 - e. Close off unused rooms.
 - f. Supply registers and recirculation grills should not be covered or circulation of air will be inadequate. Keep register and grill faces clean and dust/lint free.
 - g. Keep garage doors closed.
 - h. Report missing or dirty filters to Management immediately so that a replacement filters can be installed.

2. Water: Water is a limited and expensive resource. We ask that you adhere to the following recommendations:
 - a. When possible, take short showers instead of baths. Your unit is equipped with low-flow showerheads which use considerably less water per minute.
 - b. Use water sparingly when brushing your teeth, washing your dishes, or shaving.
 - c. Report leaking plumbing fixtures such as toilets, faucets, and water heaters immediately to the Management office so that repairs can be made. Your faucets will be equipped with aerators, and your toilets will be low volume.
 - d. Do not flush items such as sanitary napkins or disposable diapers down the toilet. Place them in the trash can.

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- e. Use cold water instead of hot water whenever possible.
 - f. Use dishwashers or washing machines only when they are full, and use cold water as much as possible. Dishes should be allowed to air dry. During times of extended absence, turn valves to washing machines off as supply hoses are prone to breakage.
3. Water Heaters: Temperature settings should not exceed 120 degrees. When absent for extended periods, set the controls to vacation or the lowest possible setting.
4. Refrigerators: If your refrigerator or freezer becomes inoperable or if the electricity is interrupted, you should remove perishable items and place them in an ice chest, etc., to prevent spoilage. Management is not responsible for spoilage that could have been prevented.
- a. Open refrigerator door only as necessary. Leave space between food items in the refrigerator so that air can be allowed to circulate. Clean dust off the back, especially the coils, on a regular basis.
 - b. Check the gasket for air tightness by putting a dollar bill between the gasket and door. If the bill comes out easily, contact Management for repairs.
5. Air Conditioners: Set thermostats at 75-80 degrees or as high as possible without sacrificing comfort during the day. Follow guidelines identified in paragraph 1, page 11, Heating.
6. Lighting: Electric lights and appliances should be turned off when not needed:
- a. Turn off televisions, stereos, radios, lights, and appliances when they are not needed or being used.
 - b. Turn off lights in unoccupied areas during daylight hours.
 - c. Match lighting levels to the intended purpose or use. Use high wattage bulbs only where people read or do close work. Keep lights and fixtures clean.
7. Cooking:
- a. Use lowest possible cooking temperature. Do not preheat the oven for longer than necessary. Remember to thaw meats before cooking.
 - b. Use pans of the correct size, and use tight fitting covers on pots and pans.
 - c. Use smaller appliances instead of the oven whenever possible. Use pressure cookers for fast cooking.
 - d. Remember to shut off the exhaust fan when not cooking.

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FIRE PREVENTION AND SAFETY

1. General: Within the community, be certain not to park in areas that are marked as Fire Lanes. You should have a home Fire Evacuation Plan with primary and alternate routes of escape in the event of a fire. Practice your plan as a family activity.
2. Gasoline Storage: The storage of gasoline or other flammable liquids is limited to three (3) gallons and is never to be stored inside of the house. Outside storage areas should be child proof. Storage of fuel must be in an approved UL type container; glass or open containers are not allowed.
 - a. Never store flammable materials in the area of a hot water heater or furnace.
 - b. Do not store flammable materials under stairwells.
3. Barbecue Grills: Barbecue grills should be operated by adults only. Grills must be kept away from building overhangs and porches and kept at least fifteen (15) feet from all combustible structures. After use, soak charcoal thoroughly in water before storing equipment or disposing of the used charcoal, etc. Always use an approved charcoal starter and never use gasoline to start any fire.
 - a. All liquefied petroleum (LP) gas cylinders used to fuel outdoor gas barbecue grills must be stored outdoors at all times.
 - b. Ensure charcoal is completely out upon completion of grilling, and clean all charcoal and ashes from grills before storing. Never burn charcoal indoors as it produces carbon monoxide gas.
4. Clothes Dryers: Check and clean dryer lint traps after each use, but make certain power is turned off first. Never put plastic articles in the dryer. Periodically remove the back and lift the top of the dryer cabinet to vacuum the dust accumulation from inside the cabinet.
5. Cooking: Never leave cooking unattended, especially when using grease or anything that produces grease. If a grease fire occurs, cover the pan with a tight lid, turn off the appliance, and call the Fire Department. Never use water! Do not attempt to move the pan. Control the fire with a Class B fire extinguisher or baking soda. Never use baking powder, flour, sugar, salt, dishwashing compound, or laundry detergent. When using electrical equipment (toasters, grills, deep fryers, etc.), maintain sufficient clearance on sides, top, and bottom from combustible materials. Unplug appliances when not in use. Cords with broken insulation can start a fire; replace appliance cords as soon as they show wear or are damaged. Keep kitchen exhaust fans clean to prevent accumulation of grease.
6. Portable Heaters: Open coil heaters are prohibited. Do not place portable heaters near combustible or flammable type materials. Make certain that exits are not blocked with portable heaters.
7. Smoking: Never smoke in bed. Use safety matches or a cigarette lighter and keep them out of the sight and reach of small children. Empty ash trays in a noncombustible container and discard in the outdoor trash container after ashes are cold.

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8. Power Tools: Lawn mowers, edgers, etc, should not be refueled while the motor is running. Equipment should have sufficient time to cool down before refueling. Store power lawn mowers, motor bikes, etc., in a well-ventilated place.
9. Christmas Trees: Put cut (organic) trees in a safe area of the room, away from any source of heat. Keep the tree in a container of water, sand, or moist earth and remove it as soon as possible after the holidays. Be sure artificial trees are fire resistant.
10. Natural Gas: Furnaces, hot water heaters, and ranges are operated by natural gas. If you detect an odor from any of these sources, contact Management immediately. Improper installation or venting of appliances can result in the production of carbon monoxide, a deadly by-product of burning natural gas. It is the policy of Buckley AFB Family Housing to test each unit for carbon monoxide on an annual basis.
11. Smoke Detectors: A smoke detector will, in most cases, provide sufficient warning of fire to allow occupants to exit the building. However, you should periodically check the detector to ensure that it is operating properly and, if not, you must notify Management immediately. Smoke detectors that have been disarmed will subject you to a Lease violation notice.
12. Extension Cords: Eliminate extension cords whenever possible. An extension cord should never exceed ten feet in length, must be free of breaks and splices, and should not be secured by nails, staples, or run through walls, windows, doorways, or under rugs or pads. An extension cord must never be smaller in wire gauge than the appliance cord it is serving, and should never service more than one fixture or appliance.
13. Surge Protectors: The Management will not assume any responsibility for damage to appliances or equipment due to low voltage or power fluctuations. Residents are advised to use surge protectors to protect electronic equipment from damage caused by minor voltage fluctuations.
14. Firearms: Residents residing at Buckley AFB Family Housing may keep privately owned firearms and ammunition in locked cabinets in their homes. Individuals should not carry concealed weapons, firearms, or ammunition and will not take them into public places.
15. Motorcycles, etc.: Do not store any petroleum fueled vehicle or equipment inside your unit or on the patio (if applicable).

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ENVIRONMENTAL COMPLIANCE AND MANAGEMENT

Protection of our environment is an essential goal. The following procedures will, if practiced by all Residents, contribute to the attainment of this goal:

1. Litter Control: Although the Management of Buckley AFB Family Housing will police grounds on a regular basis, it is incumbent upon each family member to dispose of trash and other unwanted items appropriately in the garbage cans provided. Individual family members should make certain that trash and debris that has blown into their yards are also properly disposed of. Individuals who do not maintain the areas immediately surrounding his/her individual unit will be issued a Lease violation notice. You can help keep the Buckley AFB Family Housing community clean, beautiful and litter free all year round by following the easy steps below:
 - a. Use tightly covered trashcans. Bag and tie all garbage and trash bags. Don't leave them sitting out for pets, wild animals, or the wind to ravage. Place trash inside dumpsters and close doors to prevent blowing waste. By disposing of garbage in a sanitary manner, conflicts with coyotes, rodents, and other wildlife are reduced.
 - b. Put a litterbag in your car, and use it! Don't pitch cans, cigarette butts, papers, bottles, or other trash out the window.
 - c. Hold on to your litter until you reach a trash receptacle. Litter draws other litter, so make sure your home and work site are litter-free.
 - d. Cover or tie down loads in trucks and trunks so that trash and debris doesn't blow or fall out.
 - e. Coordinate clean up projects for your neighborhood.

2. Rubbish, trash, garbage, solid waste. These are all terms for waste that is discarded from home, offices, schools, and other locations every day. There are many things you can do to help eliminate the garbage glut.

Reduce the amount of garbage you create:

- a. Don't buy over-packaged goods.
- b. Switch from disposable diapers to cloth diapers or a diaper service.
- c. Buy products packaged in cardboard rather than plastic foam.
- d. Use your own reusable bags. Ask for paper rather than plastic bags.
- e. Use reusable tableware instead of disposable.
- f. Avoid one-use consumer items like disposable razors, cigarette lighters, cameras and non-rechargeable batteries.
- g. Buy non-perishable items in bulk. Purchase items such as milk or carbonated beverages in returnable containers.
- h. Buy items made from recycled materials.
- i. Use cloth rags and napkins rather than the disposable variety.
- j. Be careful about buying plastic products labeled "biodegradable". Many break down only in sunlight and some break down into toxic materials.
- k. Look for other things you can do to reduce the amount of waste.

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Reuse everything you can. Reuse materials to squeeze more value from them and waste less. Disposable cleaning cloths, diapers, cameras, razors and other items are convenient but they don't just "go away". Think about things that you use every day that could be replaced with longer lasting, more durable materials. For example:

- a. Choose returnable containers over recyclable ones.
 - b. Reuse plastic or glass containers for storage.
 - c. Substitute reusable sponges or cloths for disposable paper towels, napkins and tissues.
 - d. Save and reuse envelopes, boxes and packing materials you receive in the mail.
 - e. Reuse file folders by turning them inside out or sticking on a new label.
 - f. Reuse paper for writing out notes, shopping lists, and other memos.
 - g. Donate clothing to neighbors or institutions for reuse.
 - h. Share, borrow or rent items you don't use very often (tools, lawn mowers).
 - i. Keep reusable coffee mugs at work and home for yourself and guests.
3. Petroleum Oil Lubricants (POL) Disposal: Did you know that one quart of motor oil, when completely dispersed, can contaminate as much as two million gallons of drinking water? Oil disposed of on the ground can be toxic to plants and animals. Antifreeze is extremely toxic to pets and wildlife and should never be disposed of on land or water.
- POL will not be disposed of in trash containers, sinks, storm drains or on the ground. Do-it-yourselfers should collect used motor oil and take it to a local service station or center that recycles it.
 - No POL of any kind will be changed in any POV component within the housing area.
 - Antifreeze will be disposed of properly, not flushed down the toilet. Do not dump down the sink, tub or storm drain because of the potential for contaminating food and drinking water.
 - Report spills to the Management Office.
4. Personally Owned Vehicle (POV) Washing: You are asked to limit POV washing at your unit to no more than once per week. In order to conserve water, please do not allow water hoses to run continuously.
5. Non-Toxic Alternatives: Many toxic and hazardous chemicals are used in homes throughout the United States for various household chores and pest control. We encourage family housing Residents to read the labels on cleaning solutions, paints, and other household items so that you know what types of chemicals you are purchasing and how to dispose of any excess material. Traditional cleansers based on natural products will usually clean just as effectively as harmful, fast-acting chemicals. Some non-toxic alternatives to commonly used household items are as follows:
- a. Furniture and Floor Polish. Use commercial products that contain lemon oil and beeswax in a mineral oil base.
 - b. Toilet Bowl Cleaner. A strong solution of a natural acid, such as vinegar, will remove most lime scale without polluting water.
 - c. Glass Cleaners. First of all, do not wash windows when the sun is shining directly on them; the cleaning solution will dry too fast and streak. To cut dirt, mix 2 tablespoons of borax or baking soda in 3 cups of water and spray onto the glass using a pump sprayer; or, use a mixture of vinegar and water for window cleaning. If you use a "squeegee", similar to the kind used in gas stations to clean windshields, your windows will not streak.

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- d. Laundry Detergent. Soak in cool water any particularly dirty items before you throw them into the washing machine to avoid using harsh chlorine bleaches that could pollute the water. For hand-washing, use a bar of soap and small amounts of baking soda dissolved in hot water. For washing machines, use phosphate-free powders.
 - e. Drain Cleaners. To keep your drains open, clean, and odor-free, never pour liquid grease down a drain, and always use the drain sieve. Once a week, mix 1 cup baking soda, 1 cup salt, and 1/4 cup cream of tartar. Pour 1/4 cup of this mixture into the drain followed by a pot of boiling water. Your drain should remain open and odor-free. In the event the drain becomes clogged, pour 1/4 cup baking soda, followed by 2 cup vinegar. Close the drain until the fizzing stops, and flush with boiling water. If you are unable to unstop a clogged drain, contact the Management Office at telephone number 929-8988.
 - f. Air Fresheners. Open the window or use an exhaust fan as a natural air freshener. Or, simmer a small amount of cinnamon, orange peel, and cloves on the stove or in a small ceramic saucer over a candle to give your home a pleasant fragrance. Fresh-cut flowers will also pleasantly scent your home. An open box of baking soda will help absorb odors in the refrigerator and sprinkling baking soda in the garbage can or a diaper pail will do the same.
 - g. All-Purpose Cleaner.
Try the following recipe for all-purpose cleaning:

1 gallon hot water \ 1/4 cup sudsy ammonia
1/4 cup vinegar \ 1 tablespoon baking soda
 - h. Paint Remover. Instead of paint remover, sand off old paint. (Wear goggles and a respirator).
 - i. Paint. Use latex paint rather than oil-based paint.
 - j. Use all of a substance before throwing away the container. Buy the size container you need for the job. Donate excess material, such as paint, to neighbors, churches, or others that might need it. Wear gloves, eye protection, or other safety equipment and use according to the package directions. Dispose of empty containers as indicated on the label.
6. Pest Control Service: Management will contract with a professional pest control service to treat each unit at Buckley AFB Family Housing at least twice a year, at turnover, or as infestation problems are evidenced in an effort to control cockroaches, clover mites, ants, earwigs, pill bugs, wasps, flies, ticks, fleas, silverfish, centipedes, spiders, termites, carpenter ants and bees, mice, and other such pests. However, it is the responsibility of each Resident to minimize potential problems by engaging in proper housekeeping habits. Pest control schedules will be published annually and distributed to each Resident. Additionally, Management will provide for the following:
- a. **Control of Pests around the Outside** of buildings including those in trees, turf, and shrubs.
 - b. **Other Pests:** Problems involving wasps, bees, hornets, bats, houseflies, mosquitoes, snakes, black widow spiders, rodents (other than mice), ticks, lice, fleas, birds, wood destroying pests, and pests of stored food products should be reported to the Management.
 - c. **Domestic Animals:** Stray dogs and cats should be reported to the Management.
 - d. **Weeds in Lawn:** Weed control in lawns is the responsibility of Management.

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Residents of Buckley AFB Family Housing are expected to:

- e. Maintain their units in a manner that will deny access, harborage, and sustenance to pests.
- f. Ensure that windows and doors are screened and fit properly and notify Management when deficiencies are evidenced.
- g. Ensure that holes or cracks that permit access are promptly reported and repaired.
- h. Ensure that excessive clutter such as debris, weeds, dead leaves, pet droppings, trash, etc., is regularly removed.
- i. Store food, especially starchy or fatty foods and pet foods, in pest proof containers.
- j. Promptly clean up spilled food, crumbs, drink, or pet droppings.
- k. Clean kitchens after each meal, especially in areas where grease accumulates (drains, vents, ovens, and stoves).
- l. Wash and submerge dirty dishes in soapy water before retiring for the evening.
- m. Empty garbage and cat litter box regularly.
- n. Prevent unnecessary accumulation of soiled clothing, rags, corrugated paper boxes, newspaper, empty cans, empty bottles, and paper grocery bags in kitchen, baths, and laundry rooms.
- o. Have leaks and dripping faucets repaired promptly.
- p. Wipe or mop dry kitchen and bathroom surfaces before retiring.
- q. Keep all pesticides out of the reach of children.
- r. Cooperate fully with pest controllers in scheduling of treatments and preparation of areas to be treated.
- s. Make a sincere effort to control minor infestations of nuisance pests before seeking Management assistance.
- t. Refrain from using electronic "Bug Lights" (these are not authorized and are largely ineffective against harmful insects).
- u. If your unit becomes infested, please notify Management immediately.
- v. Absolutely nothing is to be stored in the closet out side you patio. This is for Furnace and Hot Water Heater **only!**
- w. In addition to the regular service, all units will be inspected and treated prior to a change-of-occupancy.

As an occupant of Buckley AFB Family Housing, you have agreed to certain conditions for the privilege of occupying these units. Scheduling of pest control treatments is accomplished as follows:

- x. Only Management can schedule units for service, and only those pest controllers authorized by Management will be allowed to provide treatment.
- y. You will be given advance notice of the date your unit is scheduled for service. You must empty all kitchen and bathroom cabinets prior to the treatment and advise the pest controller of any particular or severe problems.
- z. If your unit has been serviced but is still experiencing infestation problems, notify Management for a call-back treatment. It may be necessary to schedule an entire building for treatment depending on the severity of the problem.
- aa. Pesticides may be hazardous to infants under three weeks old, the aged, pregnant women, those with heart, liver or respiratory problems, people with allergies, or pets, tropical fish, and exotic birds. Please inform the pest controller of any such situations prior to treatment and he will advise you accordingly.
- bb. If you have a scheduling conflict, complaint, or any questions about the preparations for service call the Management Office.

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7. OFF-ROAD VEHICLES: Do not drive vehicles off of established roads within the Buckley AFB Family Housing community:
- a. Thousands of dollars are spent each year on planting and maintaining grass, trees, and shrubs. Vegetation is particularly susceptible to damage when the ground is wet. Vehicles rip out the grass leaving unsightly ruts. Natural salts then creep into these damaged areas making it difficult for new vegetation to grow. Even if grass is sown it takes 2-3 years for a new planting to become established.
 - b. Trees are precious and important for many reasons. Trees provide oxygen and absorb many pollutants. They can reduce cooling costs in the summer and heating costs in the winter because of the shade and wind protection they provide. Trees are important for wildlife, and they are things of natural beauty. Not only should you avoid running over trees, but driving close to them compacts the soil and thereby limits the amount of air that can get to the roots causing what little water we have to run off. Additionally, keep children from climbing on small or newly planted trees; the child's weight can break off branches on small trees.
 - c. The loss of vegetation is not only unsightly, but it also contributes to wind and water erosion of soil. This puts dust in the air (and into your home) and dirt into storm drains (clogging them and preventing water from being carried away during times of rain or snow).
8. Lawn Care and Maintenance: Lawn mowing, edging, trimming, leaf raking, and fertilizing will be performed by Management. Residents wishing to perform their own lawn maintenance will be permitted to do so provided they maintain their individual yards in a manner that is in compliance with Management specifications.
- a. Pruning and Dead Tree/Shrub Removal. Tree and shrub pruning for housing areas is provided by Management.
 - b. Fertilizing. Fertilizer is applied by Management.
 - c. Weed Control. Weed control is performed by Management (enclosed yards excluded).

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Frequently Called Numbers:

**Ambulances (Emergency), from residential phone dial 911,
from Cellular or any other phone dial 720-847-9117 or 720-847-9118.**

**Fire (Emergency) from residential phone dial 911,
from Cellular or any other phone dial 720-847-9117 or 720-847-9118.**

Base Exchange: Main Store	720-589-9626
Base Exchange: Service Station	720-859-0754
Base Exchange: Barber Shop	720-859-0933
Base Exchange: Beauty Shop.....	303-340-2644
Chaplain	720-847-4631
Child Development Center.....	720-847-6174
Commissary.....	720-847-7100
Dispensary (Military)	720-847-9355
Family Day Care	720-847-9225

Utility Company:

Xcel Energy.....	800-481-4700
Aurora Water	303-739-7388
Century Link Telephone.....	800-603-6000
Comcast Cable	720-490-5001
Information.....	720-847-9011
Honor Guard.....	720-847-6668
Human Resources Office	720-847-6775/9713
Military Pay.....	720-847-6416
Fitness & Sports.....	720-847-6679/4349
Community Center	720-847-6100
Lodging	720-847-9714
Youth Programs.....	720-847-6050